Guidelines to telecom operators

1544. SHRI N.R. GOVINDARAJAR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether TRAI has issued guidelines to telecom operators to maintain transparency in the Telecom services;

(b) if so, the details thereof;

(c) whether many telecom operators are violating these guidelines and misleading the subscribers; and

(d) if so, the number of cases so far reported to TRAI against such operators and the action taken by Government on those complaints?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) and (b) Transparency in the provision of telecom services and marketing thereof by the companies has been an issue of high priority to the Telecom Regulatory Authority of India (TRAI). A number of measures have been taken by the TRAI since its inception to promote transparency in the offer of services in the interest of protecting consumers. These include the issue of Regulations, Directions, Orders and Advisories from time to time and this is an ongoing process.

(c) and (d) Compliance with the Regulations, Directions, Orders mandated by the TRAI are closely monitored. All tariff schemes implemented by the operators are reported to TRAI within seven days from the date of launch as per the provisions of Telecommunication Tariff Order. These tariff schemes/packages are subjected to scrutiny. Tariff Plans/Packages that are found to be potentially misleading and/or lacking in transparency are intervened and the service providers are asked to re-structure the same in line with the existing regulatory mandates. In addition, as and when instances of deviations from the prescribed guidelines on transparency are bought to the notice of TRAI by way of complaints, media reports etc., the matter is taken up with the concerned service providers for remedial action. The service providers have promptly responded to these interventions of the TRAI and have made necessary amends.

Grant-in-aid to Infopark, Cherthala

1545. SHRI P. RAJEEVE: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government had taken any measures to provide grant-in-aid to Infopark, Cherthala to setup a working women hostel and day care centre; and

(b) if so, the steps that had been initiated in this direction?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT): (a) and (b) Department of Information Technology have no proposal to provide grant-in-aid to Infopark, Cherthala to set up a Working Women Hostel and day